Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY

UNIT 14: IT SERVICE DELIVERY

(PART B)

Window for supervised period:

Monday 29 April 2019 – Friday 17 May 2019

Supervised hours: 8 hours (plus your additional
time allowance)

In the boxes below, write your name, centre number
and candidate number.

Surname	
Other names	
Centre Number	
Candidate Number	

X61593A

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ITEMS INCLUDED WITH QUESTION PAPER

● **Instructions to Teachers/Tutors and/or Invigilators.**

● **Instructions for Learners.**

● **Set Task Brief.**

YOU MUST HAVE:

● **Outline_Service_Strategy.rtf**

● **Define_IT_Services_Catalogue.rtf**

● **IT_Service_Management_Implications.rtf**

INSTRUCTIONS

● **You will need your research notes from Part A (maximum two A4 sides hard copy).**

● **Part A should be completed before attempting Part B.**

● **Part B contains material for the completion of the set task under supervised conditions.**

● **Part B should be taken at any time during the period of 3 weeks timetabled by Pearson.**

● **Part B is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.**

- **Part B** should be kept securely until the start of the 8 – hour (plus your additional time allowance) supervised assessment period.
- **This booklet should not be returned to Pearson.**
- **Answer ALL activities**

INFORMATION

- **The total mark for this paper is 68.**

SET TASK is on the next page.

PART B SET TASK

YOU MUST COMPLETE ALL ACTIVITIES WITHIN THE SET TASK.

PRODUCE YOUR DOCUMENTS USING A COMPUTER.

SAVE YOUR DOCUMENTS IN YOUR FOLDER READY FOR SUBMISSION USING THE FORMATS AND NAMING CONVENTIONS INDICATED.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in Part A. Reading time is included in the overall assessment time.

You have been asked to design an IT service solution for Cinnamon Agricultural Services, by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these may have on the current and future needs of the organisation.

Activity 1 is on the next page.

ACTIVITY 1: OUTLINE IT SERVICE STRATEGY – You are advised to spend 1 hour (plus your additional time allowance) on this activity.

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Cinnamon Agricultural Services' current and future needs.

Your service strategy should:

- identify Cinnamon Agricultural Services' IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the organisation, employees and customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy_[Registration number #]_ [surname]_[first letter of first name]**

(**TOTAL FOR ACTIVITY 1 = 8 MARKS**)

ACTIVITY 2: IT SERVICE CATALOGUE – You are advised to spend 1 hour (plus your additional time allowance) on this activity.

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the organisation. Use the template

Define_IT_Services_Catalogue.rtf

Save your completed IT service catalogue as a PDF in your folder for submission as

activity2catalogue_[Registration number #]_ [surname]_[first letter of first name]

 (TOTAL FOR ACTIVITY 2 = 8 MARKS)

Activity 3 is on the next page.

ACTIVITY 3: IT SERVICE DELIVERY SOLUTION – You are advised to spend 3 hours (plus your additional time allowance) on this activity.

Produce a design for an IT service delivery solution that will meet the current and future needs of Cinnamon Agricultural Services and its customers.

You should include:
- **information requirements**
- **data requirements**
- **hardware and software service options**
- **managing infrastructure and users.**

Your design evidence may contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as

activity3solution_[Registration number #]_ [surname]_[first letter of first name]

(TOTAL FOR ACTIVITY 3 = 20 MARKS)

ACTIVITY 4: MANAGEMENT REPORT EVALUATING THE SOLUTION – You are advised to spend 1 hour and 30 minutes (plus your additional time allowance) on this activity.

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Cinnamon Agricultural Services.

It should include:

- **an assessment of the appropriateness of your solution**
- **a comparison with alternative solutions that could be used**
- **a rationale for choosing your solution over the alternatives.**

Save your completed management report as a PDF in your folder for submission as activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

(TOTAL FOR ACTIVITY 4 = 12 MARKS)

ACTIVITY 5: IT SERVICE MANAGEMENT IMPLICATIONS REPORT – You are advised to spend 1 hour and 30 minutes (plus your additional time allowance) on this activity.

Produce a report using the template

IT_Service_Management_Implications.rtf

Analyse the IT service management implications for Cinnamon Agricultural Services of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the organisation's services and products
- managing and supporting staff
- managing and supporting the organisation's clients
- managing the organisation's IT assets.

continued on the next page . . .

Think about how each area will be affected by:

- **constraints, such as legal requirements, security issues, resource limitations**
- **changes in the organisation's aims, products and services.**

Save your completed implications report as a PDF in your folder for submission as activity5implications_[Registration number #]_[surname]_[first letter of first name]

(TOTAL FOR ACTIVITY 5 = 16 MARKS)

(TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS)

TOTAL FOR TASK = 68 MARKS